ORIGINAL **BELL**SOUTH

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Vice President-Federal Regulatory

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September 3, 1999

EX PARTE

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SEP 03 1999

FEDERAL COMMUNICATIONS COMMISSION
OFFICE OF THE SECRETARY

Ms. Magalie Roman Salas
Secretary
Federal Communications Commission
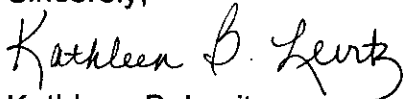The Portals
445 12th Street, S.W.
Washington, D.C. 20554

Re: CC Docket No. 98-121

Dear Ms. Salas:

On September 3, 1999, William Stacy and I, representing BellSouth, met with
Commission staff to describe and answer questions relating to the revised Third-
Party OSS Testing plan adopted by the Georgia Public Service Commission.
Staff members attending some or all of this meeting included Margaret Egler,
William Agee, and Andrea Kearney of the Common Carrier Bureau's Policy and
Program Planning Division.   The attached documents provided the basis for the
BellSouth presentation.

In accordance with Section 1.1206, I am filing two copies of this notice in both of
the proceedings identified above. Please place this notice in the records of both.

Sincerely,

Kathleen B. Levitz

Kathleen B. Levitz

Attachment

cc: Margaret Egler (w/o attachment)
       William Agee (w/o attachment)
       Andrea Kearney (w/o attachment)

No. of Copies rec'd O+2
List ABCDE

Georgia Master Test Plan
Version 2.0

BellSouth / FCC Exparte
9/3/99

Georgia Master Test Plan 2.0

- HP completely revised BellSouth's original filing with KPMG concurrence
- Significant changes were made at the detail level in every domain.

Georgia Master Test Plan 2.0

- Test Scenarios
  - Pre-ordering - 10
  - Ordering & Provisioning- 130
  - Billing - 4 (Usage)
  - Maintenance & Repair - 68

Georgia Master Test Plan 2.0

- System "build" - HP has built a LAN-to-LAN EDI interface and a TAG interface based on BST training and documentation to fully test this capability. Maintenance interface "builds" are underway.

- Billing Test - 272 accounts have been provisioned for testing all scenarios

Georgia Master Test Plan 2.0

- Ordering Test - Transaction testing will test flowthrough, auto-clarified, and manual fallout orders for a significant multiple of the provisioning scenarios

- Provisioning Test - 7 Central Offices throughout Georgia have been selected.

Georgia Master Test Plan 2.0

- Testbed facilities to 2 HP locations have been provisioned as retail and resale for conversion to UNEs
- 200-300 testbed facilities per central office have been provisioned for use in the testing as retail or resale (CLEC) accounts, including virtual collocation facilities.

Georgia Master Test Plan 2.0

- Volume testing is being expanded to included both off-line (Volume test system) and on-line (production system) testing

- Resale service will be included as part of the volume testing transactions to insure a valid mix.

- KPMG will be auditing reported performance metrics (from PMAP) vs. the test metrics collected by HP.

Georgia Master Test Plan 2.0

- Regression testing will be used until all Severity Level 1-3 exceptions are eliminated

- Exception reporting will be published at 3 levels (Severity levels 1-3)

- Billing Domain Test is starting this week

- Other domain tests are scheduled to start within 2-3 weeks

BellSouth - Georgia

OSS Evaluation

Master Test Plan

Version 2.0

August 16, 1999

BellSouth-Georgia OSS Evaluation
Master Test Plan
Document Organization Summary

Section	Section Title	Description
I	Document Control	Defines document version control, distribution, and approval requirements.
II	Introduction	Documents the project background, scope and objectives, assumptions, and limitations.
III	Test Plan Framework	Describes the methodologies for testing BellSouth's OSS systems, interfaces, and processes, including how testing is segmented and organized.
IV	Pre-Ordering Test Section	Describes the tests and methodologies to be applied to the Pre-Ordering process domain.
V	Ordering & Provisioning Test Section	Describes the tests and methodologies to be applied to the Ordering and Provisioning process domains.
VI	Billing Test Section	Describes the tests and methodologies to be applied to the Billing process domain.
VII	Maintenance & Repair Test Section	Describes the tests and methodologies to be applied to the Maintenance & Repair process domain.
VIII	Forecasting & Change Management Test Section	Describes the tests and methodologies to be applied to the Forecasting & Change Management business processes.
Appendix A	Product Selection	Describes the selection process for resale services and UNEs to be addressed in the Test.
Appendix B-1	Pre-Ordering Scenarios	Defines the Pre-Ordering test scenarios for use in functional and volume testing.
Appendix B-2	Resale Ordering Scenarios	Defines the resale services test scenarios for use in resale scenarios used in volume testing.
Appendix B-3	UNE Ordering Scenarios	Defines the UNE test scenarios for use in functional and volume testing.
Appendix B-4	Billing Scenarios	Defines the billing test scenarios for use in functional testing.
Appendix B-5	M&R Scenarios	Defines the maintenance and repair test scenarios for use in functional and volume testing.
Appendix C	Volume Analysis	Describes the volume forecasting methodology and the transaction volumes by product type and activity type to be applied in volume testing.
Appendix D-1	Evaluation Criteria~~Performance Metrics~~	Lists the process evaluation cirteria~~performance metrics~~ that will be collected as part of the Test.
Appendix D-2	Service Quality Measurements Regional Performance Reports	BellSouth Service Quality Measurements Regional Performance Report dated 8/10/1999.
Appendix E	Test Cycles	Describes the test cycles that will be executed as part of the Test.
Appendix F	References	Lists the references used in developing this document.

Section	Section Title	Description
Appendix G	Glossary	Lists the terms and definitions used throughout this document.

II. Introduction

A. Background

Section 271 of the Telecommunications Act of 1996 (the Act) stipulates that before BellSouth can offer in-region interLATA services, it must first demonstrate, among other things, compliance with the interconnection, unbundling, and resale obligations that are designed to facilitate competition.[1] An integral part of BellSouth's obligations under the Act is to offer nondiscriminatory access to operations support systems (OSS)[2] for the resale of its retail telecommunications services and the provision of unbundled network elements (UNEs).

The Georgia Public Service Commission (Georgia PSC) and the Federal Communications Commission (FCC) will evaluate BellSouth's compliance with this obligation by determining the following:

- whether BellSouth has deployed the necessary systems and personnel to provide sufficient access to each of the necessary OSS functions[3]

- whether the OSS functions that BellSouth has deployed are operationally ready, as established by performance measurements and other evidence of commercial usage.[3]

The FCC considers actual commercial usage to be the most probative evidence that OSS functions are operationally ready, but will also consider carrier-to-carrier testing, independent third-party testing, and internal testing in the absence of commercial usage.[4]

Compliance with these requirements will provide new entrants with the ability to obtain pre-ordering information, place service orders for their customers, submit trouble reports, and obtain billing information at a level deemed to be nondiscriminatory when compared with BellSouth's retail operations. BellSouth supports a variety of OSS interfaces, including machine-to-machine and terminal-type, which CLECs can use to access BellSouth's OSS and perform these functions.

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[1] FCC's Second BellSouth Louisiana Order (LA II), paragraph 3.

[2] LA II, paragraph 83. The Federal Communications Commission (FCC) has defined OSS to be "the systems, information, and personnel that support network elements or services offered for resale."

[3] LA II, paragraph 85.

[4] LA II, paragraph 86.

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In accordance with the direction provided by the Georgia PSC in its Order on Petition for Third Party Testing (Georgia Order), dated May 20, 1999, BellSouth has retained KPMG LLP (KMPG) to audit, monitor, evaluate and report on the testing process and Hewlett-Packard (HP) to conduct feature, function and volume tests using BellSouth's interfaces. This BellSouth-Georgia OSS Evaluation Master Test Plan (MTP) describes the required testing of BellSouth's OSS consistent with the requirements outlined by the Georgia PSC.

Test Manager's Interfaces

BellSouth offers a variety of systems, including both application-to-application interfaces and terminal-type/Web-based systems, that CLECs can use to access BellSouth's OSS to perform pre-order, order, maintenance and repair, and billing tasks. In order to evaluate the functionality and performance of these interfaces, the Test Manager will employ the BellSouth interfaces described in *Figure II-IV*.

BellSouth offers several options to CLECs wishing to access its OSS interfaces. For some interfaces BellSouth offers a commercially-available software kit (e.g., EDI-PC). BellSouth also offers machine-to-machine interfaces that require CLECs to develop their own application or gateway (e.g. TAG, EDI LAN-to-LAN, ECTA).

BellSouth maintains a variety of test clients to assist CLECs with training and testing activities prior to production transactions. These test tools are also used for internal testing purposes. For certain tests outlined in this plan, due to operational and time constraints of the procedural Order, HP will be utilizing test clients to access interfaces during production. For example, HP will employ the "xst Test Client" for pre-order and order tests using the TAG interface. This application is made available to all CLECs. For maintenance and repair transactions using the ECTA (machine-to-machine) interface, HP will utilize an ECTA test machine. This testing, combined with a review of the interface documentation and business rules, will provide evidence that CLECs are able to utilize the interfaces from the documentation and training BellSouth supplies, and to develop and submit accurate and complete transactions using these interfaces.

Functional testing environment

Following the completion of interface connectivity and system readiness testing, HP will submit all functional test transactions in the regular BellSouth production environment. A series of scenarios designed to test pre-ordering and ordering, billing, maintenance and repair functionality with respect to Unbundled Network Elements (UNE) are outlined in the Appendices of this Master Test Plan. The Test Manager will develop detailed test cases for each scenario and populate specific instances of each test case with accounts from the test bed resources allocated for this test. Instances of each test case will be submitted via the BellSouth interfaces to the back-end OSS. While the high-level test scenarios are described in this plan, BellSouth will not have knowledge of the detailed test cases prior to their submission.

A subset of the test cases will be carried through to provisioning, while others will stop with the generation of a Firm Order Confirmation (FOC). The 'live' accounts will be used for provisioning, billing, and a portion of the maintenance tests.

Volume testing environment

Normal and peak volume tests will be run against a volume test environment (RSIMMS) developed by BellSouth to support the transaction volumes specified in the test. KPMG will evaluate this environment to determine if the hardware and software configurations mirror those of BellSouth's production systems, except where additional hardware or software resources have been created to support the specified test volume. The entire volume test bed except CRIS is a duplicate of the production system. RSIMMS does access production CRIS.

Other support functions

Since HP will be submitting LSRs just as a CLEC, the usual support functions such as the LCSC, the Account Team, and CLEC training will also be utilized by HP. Additionally, since HP's LSRs submitted from functional testing will look just like any other CLEC's, they will be handled like any other CLEC's and will be submitted without prior notification to BellSouth (which is a "blind" test.)

B. Scope

The scope of the BellSouth-Georgia OSS Evaluation Test (Test) was based on the Bell Atlantic - New York (BA-NY) Test Plan and adapted to conform to the Georgia Order to create this MTP.

In summary, the Georgia Order has mandated that the Test specifically address the following elements of BellSouth's OSS infrastructure:

- electronic OSS interfaces (identified below)

- UNE analog loops (w/and w/out number portability - INP/LNP), UNE switch ports and UNE business and residence loop-port combinations

- all five core OSS process domains (pre-ordering, ordering, provisioning, maintenance & repair, and billing)

- normal and peak volume testing of electronic interfaces to the pre-ordering, ordering, and maintenance & repair processes using a representative service mix of resale services and UNE transactions.

The PSC also requires an audit of BellSouth's Flow-Through Service Request report for the latest three months of data. An operational and functional audit of the calculations will be undertaken as part of a separate initiative; the MTP will support that audit by logging transaction data through test monitoring tools as well as BellSouth's transaction reporting system. The resulting comparison will assess the accuracy of BellSouth's performance measurements system, including error analysis.

Although not required by the Georgia Order, the testing will also address the business processes of forecasting for OSS volumes and change management of the electronic interfaces.

Logical Scope

The logical scope of the Test has been broken down into several test domains. Test domains are groupings of organizationally similar concepts that help define the work required to meet the objectives of the Test. Each of these domains will be further defined in Section III and serve as the cornerstones for discussion throughout this MTP. The following four test domains have been defined for the Test:

- Business Processes

- Product Categories

- OSS Interfaces

- Test Objectives.

Each test domain is broken down and discussed in greater detail in the sections below. These domains and attributes are the foundation of what must be tested. The scope of the test drives the scope of the test interface build (as specified in **Section III-B**) and analysis.

Processes

The Process domain describes the primary functions performed by a CLEC in its routine daily operational interaction with BellSouth. These processes have been identified and defined in various FCC, Department of Justice (DoJ), Georgia PSC, CLEC, and BellSouth documents, testimony, and filings.

Process	Description
Pre-Ordering	Pre-Ordering addresses the activities that a CLEC undertakes with a customer to gather and verify the information necessary to construct an accurate local service request. Pre-ordering includes street address validation, telephone number assignment, service and feature availability, customer record information, and appointment or due date availability.[5]

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[5] LA II, paragraph 94.

Process	Description
Ordering & Provisioning	Ordering begins with the CLEC submission of a local service request and continues through receipt of a Firm Order Confirmation (FOC) or reject message, including any status noticing in between. Provisioning begins with BellSouth's acceptance of a CLEC service order and continues through the activation of end user service and delivery of a Completion Notice (CN), including any validation, design, configuration, dispatch, testing and status noticing (e.g., jeopardy) in between.
Billing	Billing addresses the production and delivery of complete and accurate invoices and customer service usage reports such that CLECs may effectively manage their cash flows and provide accurate and timely bills to their end users.[6]
Maintenance & Repair	Maintenance & Repair (M&R) addresses the network information and diagnostic tools that allow CLECs to diagnose and solve customer trouble complaints or otherwise assist customers who experience service disruptions.[7]
Forecasting & Change Management	The Forecasting & Change Management business processes address the procedures, activities and documents relating to the development of volume projections and change control over OSS interfaces and documentation.

Figure II - 1: Business Process Descriptions

Product Categories

The Product Categories represent the two principal categories of products and services that BellSouth offers to CLECs in accordance with federal statutes. Each product category encompasses all business processes.

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[6] LA II, paragraph 158.

[7] LA II, paragraph 145.

Product	Description
Resale	Resale services are those retail telecommunications services that BellSouth offers to CLECs for resale at wholesale rates.[8] The Georgia PSC mandates in the Georgia Order that resale services be included in the volume testing to ensure the appropriate service mix between UNEs and resale services. The following electronically ordered resale services and features will be included in the volume tests: —Simple Resale (as specified in *Figure II - III*) —ISDN Basic Rate Interface —PBX Trunks —Hunting —Synchronet.
UNEs	UNEs may be characterized as individual components of the BellSouth network made available to CLECs, including local loops, local switching (ports), interoffice transmission facilities, signaling networks and call-related databases, among others.[9] In the Georgia Order, the Georgia PSC focused the Test on the following UNEs: —2-wire analog loops (w/ and w/o number portability) —2-wire analog switch ports —2-wire analog business and residential loop-port combinations —INP/LNP.

Figure II - II: Product Category Descriptions

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[8] LA II, paragraph 306.

[9] LA II, paragraph 83.

Simple Resale Services & Features	
Flat Rate Residence	RingMaster®
Measured Rate Residence	Message Telephone Service (MTS)
Touchtone	TouchStar® - Call Tracing
Optional Calling Plan (OCP)	TouchStar® - Call Block
Integrated Package - Area Plus® with Complete Choice®, Complete Choice®	TouchStar® - Call Selector
Flat Rate/Basic Local Exchange	TouchStar® - Call Return
Measured Rate Business	TouchStar® - Repeat Dialing
Georgia Community Plan	TouchStar® - Preferred Call Forwarding
Area Plus®	MemoryCall®
Visual Director®	MemoryCall® Answering Service
Custom Calling - Speed Calling 8 & 30	Caller ID
Custom Calling - 3 Way Calling	Call Waiting
Custom Calling - Call Forward Variable	Call Waiting - Deluxe
Custom Calling - Remote Access to CF	Customized Code Restriction
	Enhanced Caller ID
	Remote Call Forwarding (RCF)

Figure II - III: Simple Resale Services and Features

Appendix A contains additional information regarding the resale services and UNEs that will be addressed as part of this Test.

OSS Interfaces

The OSS Interface domain identifies the various electronic gateways available to CLECs for transacting business with BellSouth in each of the above mentioned Process domains. *Figure II-IV* describes the interfaces identified for testing in the Georgia Order and links each to its respective process domain.

Interface	Description	Process
TAG	BellSouth offers the Telecommunications Access Gateway (TAG) with a CORBA-based API as its transaction-based interface between BellSouth's OSS and CLEC clients for pre-ordering and ordering functionality.[10]	Pre-Ordering Ordering & Provisioning
EDI	BellSouth offers the Electronic Data Interchange (EDI) as an application-to-application interface that allows CLECs to exchange local service requests, changes, and acknowledgments with BellSouth.[11]	Ordering & Provisioning
TAFI	BellSouth offers the Trouble Analysis Facilitation Interface (TAFI), a proprietary, interactive terminal-type OSS interface that provides CLECs with automated trouble reporting and screening functionality for telephone number assigned resale services and UNEs.[12]	Maintenance & Repair
ECTA	BellSouth offers the Electronic Communication Trouble Administration (ECTA) standard machine-to-machine interface for local exchange trouble reporting and notification that supports both telephone number assigned and circuit-identified resale services and UNEs.[13]	Maintenance & Repair

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[10] TAG API Programmers Guide, p. 2-5.

[11] BellSouth Local Exchange Ordering Implementation Guide, Volume 4, Issue 7d, January, 1999, p. 2-5.

[12] BellSouth CLEC TAFI End User Training and User Guide, Issue 6, September, 1998, p. 3.

[13] LA II, paragraph 157.

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Interface	Description	Process
ODUF	BellSouth offers the Optional Daily Usage File (ODUF) to provide CLECs with customer usage information on billable transactions for resold lines, Interim Number Portability (INP) accounts, and UNE ports.[14]	Billing
~~EODUF~~	~~BellSouth offers the Enhanced Optional Daily Usage File (EODUF) to provide CLECs with customer usage information on local calls originating from lines resold to end users. This usage file has been removed from scope due to its applicability to resale services only.~~	~~Billing~~
ADUF	BellSouth offers the Access Daily Usage File (ADUF) to provide CLECs with customer usage information for interstate access services/calls originating from and terminating to UNE ports.[16]	Billing
CRIS	BellSouth offers the Customer Record Information System (CRIS) as an invoiced billing information delivery vehicle that provides CLECs with call detail records, billable events, and billing charges associated with local and local toll for individual end users.	Billing
CABS	BellSouth offers the Carrier Access Billing System (CABS) as an invoiced billing information delivery vehicle that provides CLECs with bulk billed and call detail access usage as well as billing for designed UNEs.	Billing

Figure II - IV: OSS Interface Descriptions

Test Objectives

The Test Objectives provide a broad characterization of the type of testing to be conducted within each testing event. *Figure II-V* summarizes the Test Objectives that will be addressed in accordance with the Georgia Order:

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[14] Stacy LA II Affidavit, paragraph 184-6.

[15] BellSouth Interconnection Services Website,
www.interconnection.bellsouth.com/products/billing/eoduf.htm.

[16] LA II, paragraph 160.

Test Objective	Description
Interface	This objective tests the ability of BellSouth to provide nondiscriminatory access to its OSS interfaces in support of the BellSouth-CLEC business relationship. The electronic interfaces tested will include both industry standard machine-to-machine and terminal-type interfaces.
Functionality	This objective tests the ability of BellSouth to provide electronic pre-ordering, ordering, provisioning, maintenance and repair, and billing OSS functionality sufficient to allow CLECs a meaningful opportunity to compete in the local telecommunications services market. In accordance with the Georgia Order, this MTP will address functionality for UNEs only.
Performance	This objective will evaluate the transactional and operational testing conducted through the test facilities to determine whether the results repeated through the test process match the data and the reports generated by BellSouth's performance measurements systems. This Test Objective will include validation of BellSouth's OSS performance measure results to ensure that they are being accurately reported.
Volume & Scalability	This objective tests the ability of BellSouth's electronic OSS interfaces to support reasonably foreseeable transaction volumes.
Documentation	This objective tests the adequacy of BellSouth's OSS interface documentation in describing to CLECs how to implement and use all of the business rules defining the electronic OSS functions available to them.

Figure II - V: Test Objective Descriptions

Deliverable Scope

The following figure describes the primary deliverables for the Test:

Deliverable	Description
BellSouth-Georgia OSS Evaluation Master Test Plan (MTP)	The MTP details the scope of the test, including the definition of test cycles, test scenarios for transactional testing, and the methodologies for test execution.

Deliverable	Description
Severity 1, 2, and 3 Test Exception Reports	The *Severity 1, 2, and 3* Test Exception Report contains a description and history of all open and closed critical defects identified during the Test.
Test Results Reports	The Test Results Report is the formal summary of test results, including the quantitative data and the qualitative assessments that result from conducting the Test. This is a formal report out on the results of the Test.

Figure II - VI: Test Deliverable Descriptions

C. Goals and Objectives

1.0 Goals

Test Scope

The overall goal of this document is to provide a comprehensive description of the plan to test BellSouth's OSS systems, interfaces, information, and processes in accordance with the Georgia Order. This MTP will be the foundation upon which individual tests will be designed and executed.

Test Results

The Test will provide the results reports necessary for the Georgia PSC, DoJ and FCC to assess BellSouth's compliance with the provision of nondiscriminatory access to its OSS in support of CLEC entry into the local telecommunications services market.

2.0 Objectives

- **Assess ability of a CLEC to build interfaces to BellSouth's OSS with publicly available information.**

  The Test will assess the feasibility of building operational interfaces to BellSouth's OSS infrastructure from publicly and/or commercially available sources.

- **Verify the capacity and/or scalability of BellSouth's OSS gateways to meet future projected volumes.**

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The Test will verify that BellSouth's electronic pre-ordering, ordering, and maintenance & repair OSS gateways have the ability to process representative normal and peak transaction volumes for the year end 2001 (YE01) time frame. This segment of the Test will address the scalability of the technology and architecture required to support the above mentioned volume forecasts, in addition to transactional testing of projected normal and peak volumes.

- **Verify the functionality of BellSouth's electronic OSS gateways.**

The Test will verify that BellSouth's electronic OSS gateways support the applicable pre-ordering, ordering, provisioning, maintenance & repair, and billing functionality for UNEs.

D. Document Audience/Vendor Selection

The audience for this document includes those directly responsible for the design, development, execution, and reporting of specific tests and Test results, and parties interested in the scope and results of the Test. The independent third party auditor (KPMG) and tester (HP) were designated and described in the Georgia Order as Firm B and Firm A, respectively. KPMG and HP were selected as a result of their superior qualifications as well as the substantial experience these firms have in similar projects in other states, such as New York. Many of the following stakeholders are referred to throughout this document:

Georgia Public Service Commission

The Georgia PSC will ensure that this document meets the third party testing requirements outlined in the Georgia Order, including validation of test cycles, test scenarios, performance measures, and evaluation criteria. Additionally, the Georgia PSC is responsible for the final evaluation and interpretation of Test results.

KPMG

KPMG is the independent third party auditor responsible for auditing the entire testing process, approving the MTP, and reporting the test results to the Georgia PSC.

Hewlett-Packard (HP)

HP is the independent third party responsible for conducting the feature, function, and volume tests using BellSouth's interfaces consistent with the requirements of the Georgia Order and for reporting the test results to KPMG.

Federal Communications Commission

The FCC may wish to observe the development, execution, and evaluation of the Test in preparation for responding to BellSouth's forthcoming application to provide in-region, interLATA services in the state of Georgia.

Department of Justice (DoJ)

The DoJ may wish to observe the development, execution, and evaluation of the Test in preparation for responding to BellSouth's forthcoming application to provide in-region, interLATA services in the state of Georgia.

CLEC Community

CLECs will use this document to understand the scope (breadth and depth) and results categories of the Test, and to provide their comments as stipulated in the Georgia Order.

BellSouth

BellSouth will use this MTP to understand the testing framework and to prepare the test bed.

E. Assumptions

This section describes the project-level assumptions made in the development of this MTP. Many scope-related assumptions were derived directly from the Georgia Order. Others are based on analysis of regulatory orders, including the results of prior filings by BellSouth and other RBOCs. Additional lower-level assumptions may be discussed within the appropriate sections of this document.

BellSouth Involvement & Support

- BellSouth will provide access to the applicable training courses and documentation in support of the Test.

- BellSouth will provide the necessary resources, facilities, and support to set up the Build and the supporting test bed required to execute the Test (e.g., equipment, identification badges, interface security access, customer account information, test transaction tracking fields, etc.).

- BellSouth will process test transactions as part of normal production activities, including the provisioning of some test cases.

- BellSouth will allow KPMG and HP to observe wholesale processes on-site during applicable evaluation efforts.

- BellSouth will provide KPMG and HP access to historical data and current operational reports, as applicable, to complete the evaluation.

- BellSouth will maintain a stable OSS environment for the duration of the Test.

- All BellSouth tools and documents made available to KPMG and HP are or will be made publicly available.

Test Scope

- The Test will be conducted using a military-style approach. Each test target will be regression tested until all *Severity 1, 2, and 3* test exceptions are eliminated.

- BellSouth's resale telecommunications services will only be addressed in volume testing to ensure a valid mix of transaction types for the targeted OSS interfaces. No functional testing or process evaluation of resale services will be conducted as part of this Test.

- Transaction projections will include volumes across BellSouth's entire nine state region even though the Test is being designed and conducted in support of a Section 271 application for the state of Georgia.

- Transaction volume projections will be developed from actual data trends, CLEC forecasts, and market share loss curve case study analysis for the YE01 time frame.

- Volume testing of BellSouth's OSS interfaces will address normal and peak volumes for electronically submitted transactions.

- Volume testing of the ordering OSS interfaces will include orders that flow-through to firm order confirmation (FOC), auto-clarified errors, and a representative sample of service requests and errors that fall out for manual processing.

- Volume testing of the billing and provisioning OSS interfaces is outside the scope of this Test.

- Scalability analyses will be conducted for BellSouth's OSS interfaces that deliver pre-ordering, ordering, provisioning, maintenance and repair, and billing functionality to CLECs.

- All manually submitted OSS process transactions are outside the scope of this Test.

- The Test will require the provisioning of a sample of UNE test cases.

- Testing the billing OSS infrastructure will require the generation of test calls across two consecutive billing cycles.

- Maintenance and repair trouble reporting transactional tests for new installs will be staggered in time such that any gaps between actual customer service activation and completion notice (CN) delivery will be addressed.

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- Document analyses will address the information provided to CLECs by BellSouth (including that provided during training classes) for all identified OSS interfaces for both resale services and UNEs.

F. Document Structure

Section	Section Title	Description
I	Document Control	Defines document version control, distribution, and approval requirements.
II	Introduction	Documents the project background, scope and objectives, assumptions, and limitations.
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IV	Pre-Ordering Test Section	Describes the tests and methodologies to be applied to the Pre-Ordering process domain.
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Appendix B-1	Pre-Ordering Scenarios	Defines the Pre-Ordering test scenarios for use in functional and volume testing.
Appendix B-2	Resale Ordering Scenarios	Defines the resale services test scenarios for use in resale scenarios used in volume testing.
Appendix B-3	UNE Ordering Scenarios	Defines the UNE test scenarios for use in functional and volume testing.

Section	Section Title	Description
Appendix B-4	Billing Scenarios	Defines the billing test scenarios for use in functional testing.
Appendix B-5	M&R Scenarios	Defines the maintenance and repair test scenarios for use in functional and volume testing.
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Figure II-VII Document Overview

Document Information

Project Name:	271 Compliance Test		
Project Manager:	Patricia Gill	Document Version No:	1.0
FocusPM Phase:		Document Version Date:	08/18/99
Quality Review Method:	Program or Project Manager as appropriate from Hewlett Packard Consulting, BellSouth, and/or KPMG		
Prepared By:	Milton McElroy	Preparation Date:	8/31/99
Reviewed By:		Review Date:	

1. Report

Report No.:		Initiation Date:	8/31/99
Priority:	[high, medium or low] high		
Initiator Name:	Milton McElroy	Date Response Required:	Immediate
Position:	Director	Organization:	BellSouth

Description of Change
[Clearly define the change request details. Provide all relevant documentation and specifications.]

Change the Master Test Plan on Volume Testing to incorporate a parallel volume test on production systems. This test would consist of flow-though, error free orders at the designed level of the production system. The high volume test at year 2001 levels would still be conducted in the RSIMS test environment.

Reason for Change
[Define the reason for the change, the history of the change, and the expectations for the component / deliverable being changed.]

The reason for the change in the Volume Test is to prove that the RSIMS test environment is representative of the production system and to allow scalability of the production system.

Type of Response Required
[Define the type of response required, i.e. meeting, investigation report, proposal for change, acceptance, etc.]

This change will need to be incorporated into a revision of the Master Test Plan.

2. Investigation

Investigator Name:		Date of Investigation:	
Position:		Organization:	

Summary of Investigation

Quality Impact

[Describe the cause for the report and the configuration items (deliverables, programs, documents, or files) impacted by the reported item. Include quality activities that would be required, i.e. reviews, testing, or checks.]

Schedule Impact

Cost Impact

Resource Impact

References / Attachments

Recommendations

3.   Evaluation

Hewlett-Packard

Evaluator Name:		Date of Evaluation:	
Position:			

Recommendation

[Type recommendation here.]

BellSouth-Georgia

Evaluator Name:		Date of Evaluation:	
Position:			

Recommendation

[Type recommendation here.]

[Other – please specify]

Evaluator Name:		Date of Evaluation:	
Position:			

Recommendation

[Type recommendation here.]

4.   Approval

The section is for the formal approval of the Change Request recommendation.

Name:		Name:	
Title:	BellSouth-Georgia [Title]	Title:	Hewlett-Packard [Title]
Date:		Date:	
Signature:		Signature:	
Name:		Name:	
Title:		Title:	
Date:		Date:	
Signature:		Signature:	

5. Action Plan

Assigned To:		Target Completion Date:	

[Describe the tasks, costs, resources and schedule required to meet the recommendation for the change request. Reference sections of the form, as necessary.]

Ref.	Owner	Action	Due Date

6. Status

[Provide a history log for the execution of the action plan and/or reference the appropriate tracking log.]

Action Plan Status

Date	Status*	Notes**

*Design, development, testing, validation, verification, acceptance, other (please specify)
**Provide any necessary notes to further describe the status and reference attachments, as necessary

7. Resolution

Resolved By:		Completion Date:	

Summary

[Provide a summary of the disposition of the change upon resolution or closure. Reference sections of the form, the appropriate log or attachments, as necessary.]

Client Purchase Order No.:

Attachments

[List the appropriate attachments.]